

STATEMENT UNDER 37 CFR 3.73 (b)

In re application of: Mark Buonanno*Michael Swailes*Stephen R. Quatrano* Jean Seo
*Chris Shenefiel

Confirmation No. 9529

Application No: 09/766,175

Filed: 01/18/2001

For: PROACTIVE CALL AND CONTACT CENTER SYSTEM

Cisco Technology, Inc., whose principal place of business is located at 170 West Tasman Drive, San Jose, CA 95134, states that it is:

1. ☒ the assignee of the entire right, title and interest; or
2. ☐ an assignee of less than the entire right, title and interest
The extent (by percentage) of its ownership is _____%

in the patent application/patent identified above by virtue of either:

- A. ☒ An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel/Frame 011465/0035, recorded on 01/18/2001.

The undersigned (whose title is supplied below) is empowered to sign this statement on behalf of the assignee.

Date: April 14, 2008

Signature /Stephen S. Ford/
Stephen S. Ford
Reg. No. 35,139
Attorney for Assignee